



Form PTO 1449 (Modified)		U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE		ATTY DOCKET NO. 205114US2		SERIAL NO. 09/817,203	
LIST OF REFERENCES CITED BY APPLICANT				APPLICANT Masumi YOSHINO, et al.		GROUP 2452 2142	
				FILING DATE March 27, 2001			
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROPRIATE
DBB	AA	5,983,369	11/09/1999	B. BAKOGLU, et al.			
DBB	AB	6,032,184	02/29/2000	T. J. COGGER, et al.			
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
FOREIGN PATENT DOCUMENTS							
		DOCUMENT NUMBER	DATE	COUNTRY	TRANSLATION YES NO		
	AO						
	AP						
	AQ						
	AR						
	AS						
	AT						
	AU						
	AV						
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, etc.)							
DBB	AW	Z. POLERETZKY, et al., Dialog ABI/Inform(R), XP-002949410, pages 1-6, "THE CALL CENTER AND E-COMMERCE CONVERGENCE", January 1999					
DBB	AX	R. KIGER, IPCC, Professional Communication Conference, XP-010198155, pages 344-350, "EXPERT SYSTEM AND LOTUS NOTES APPLICATIONS FOR RETRIEVAL OF PROBLEM-SOLVING KNOWLEDGE AND INFORMATION", September 18, 1996					
	AY						
	AZ					<input type="checkbox"/> Additional References sheet(s) attached	
Examiner <i>[Signature]</i>					Date Considered 11/17/04		
*Examiner Initial if reference is considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							